



TOR for delivery, installation, commissioning and testing of Servers and related equipment for ePIS Project (JDWNRH)

1. Background

The ePIS (electronic Patient Information System) is envisaged to be a comprehensive, integrated, fully automated ICT based platform to help transform the entire healthcare service delivery system through all the health facilities run by the Government. With the system in place it shall cater to improved access to quality of data, generate evidence-based information for medical interventions, research, and decision-making, thereby, contributing to achieving the overall national health goal of Universal Health Coverage (UHC).

In order to achieve the goals and provide uninterrupted services while using the system proper IT infrastructure is very crucial including establishing the local servers at every health facility. Therefore the ministry aims and expects all the bidders to supply quality equipment which will help the Ministry to successfully achieve its objective.

2. General Objective

- 2.1. To procure and install the servers and related equipment at Jigme Dorji Wangchuck National Referral Hospital.

3. Specific Objectives

- 3.1. To procure and install the servers and related equipment at Jigme Dorji Wangchuck National Referral Hospital.
- 3.2. To set up the servers with the required softwares for the ePIS project with consultation with the ePIS project team from MoH, JD and TTPL.
- 3.3. To provide maintenance of the equipment for 3 years (which is our required warranty period for the equipment) from the day of successful installation.

4. Expected deliverables

- 4.1. Complete the work within a given time.
- 4.2. Provide the site with 24/7 backup and maintenance for the warranty period.
- 4.3. Provide operation and maintenance training if required.
- 4.4. On-site support for 7 days immediately after commissioning as and when required during the warranty period of 3 years.



5. Scope of Work

- 5.1. Procurement of the items will be on LOT based
- 5.2. The ePIS project team with TTPL will closely monitor the successful installation of the servers and equipment at JDWNRH as shown in Table 1.1 below.

Table 1.1

Table 1.1 Deliverables and time		
S/No	Key actions	Days
1	Delivery of Equipments at JDWNRH	60
2	Installation of Equipments and train the ITs in JD	05
3	Install the required softwares for ePIS with consultation with TTPL	02
Total working days for a consultant		67

1. Institutional arrangements

- The ePIS Project team will be the overall supervisor of the assignment with the ePIS Project Manager as the immediate supervisor and the counterpart for the assessment of MoH.
- The Supplier will actively engage with the ePIS team, IT Team at JD and TTPL in all the steps and processes of the installation and transfer of knowledge upon the completion of the activity.
- The ePIS team and IT Team at JD will render all support deemed necessary for the smooth completion of the assignment.
- The proposed cost should include the service charge where applicable.
- The payment for the activity will be made in Ngultrum (Nu) as per the RGoB financial rules and regulations in line with this ToR.

2. Duration of the assignment

- View Table 1.1



3. Preparation of Documents

The tender will be carried out through a Two Stage Process. The Technical Bid and Financial Bid should be submitted separately in different envelopes one **“ORIGINAL”** and one **“COPY”** clearly indicating the **“TECHNICAL BID”** and **“FINANCIAL BID”** as indicated below.

3.1. Technical Bid

Technical Bid should not contain any mention of prices other than the one specified below. Price Schedule shall only be submitted with the sealed Financial Bid.

1. Company Profile
2. General Experiences: More than 5 years' experience in supply of goods and related services (Trade license)
3. Specific Experiences: More than 3 years specific experience in supply of similar goods and related services
4. Employees:
 - 4.1. At least two Technical regular employees
 - 4.2. Certificate or Diploma in computer hardware maintenance
 - 4.3. Personal CV, indicating all requirements as per the criteria set in this ToR and contact details. and
 - 4.4. Their payslips for at least 3 months made by the firm (which will indicate the employees are regularly employee)
5. Compliance Sheet for the items
6. Datasheet of the items
7. Original Equipment Manufacturer certificates
8. Or Authorization certificates from the genuine distributors
9. Required Bid Security/EMD as indicated in the Bid Data Sheet (BDS)
10. Valid Tax Clearance Certificate
11. A Statement of the Work (SoW)/Technical proposal to ensure that the firm has adequate strategic knowledge in undertaking the assignment and State proposal how to intend to support the equipment during initial warranty (3 Years). The proposal should include the delegation of work to the employees.

4. Expected background and experience for the Technical Employee

- Minimum of Certificate or Diploma in computer hardware maintenance
- Should have worked for at least 3 years.



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(Directorate of Services)



- Strong understanding of the equipment (e.g Server and other Equipment)
- Excellent knowledge and skills in research and managing the issues if occurs.

5. Scope of price and payment schedule will be as follows:

- Firm shall get the full payment after completion of the work

6. Evaluation

Evaluation will be done in **Two Stage Process**: Technical (80%) and Financial (20%).

6.1. Technical Bid will be marked as following:

6.1.1. Company Profile (5 Marks)

6.1.2. General Experiences: More than 5 years' experience in supply of goods and related services (Trade license) (5 Marks)

6.1.3. Specific Experiences: More than 3 years specific experience in supply of similar goods and related services (5 Marks)

6.1.4. Employees: (15 Marks)

(a) At least two Technical regular employees

(b) Certificate or Diploma in computer hardware maintenance

(c) Personal CV, indicating all requirements as per the criteria set in this ToR and contact details. and

(d) their pays lips for at least 3 months made by the firm(which will indicate the employees are regularly employee)

6.1.5. Technical compliance (45 Marks)

(a) Meets Specification

(b) Compliance Sheet for the Items

(c) Datasheet of the items

6.1.6. Original Equipment Manufacturer certificates (15 Marks)

6.1.7. Authorization certificates from the genuine distributors (5 Marks)

6.1.8. A Statement of the Work (SoW)/Technical proposal to ensure that the firm has adequate strategic knowledge in undertaking the assignment and State proposal how to intend to support the equipment during initial warranty (3 Years). The proposal should include the delegation of work to the employees. (5 Marks)



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6.2. Financial (20%)

Minimum qualifying marks in Technical Bid should be 75 points out of 100 points in order to open the Financial Bid.

7. Financial Bid

- 7.1. The Bidder shall submit the Price Schedules for Goods and Related Services, according to their origin as appropriate, using the forms furnished in Section IV, Bidding Forms. No additional form should be submitted unless otherwise specified in BDS.
- 7.2. Price should be quoted in **'Ngultrum'** inclusive of all taxes, duties, levies, insurance, freight, transportation, installation, commissioning, testing etc.
- 7.3. The Financial Bid should be submitted in a separate sealed envelopes. The bidders meeting the minimum qualifying marks are eligible for financial opening and comparison of rates to determine the substantially responsive bid.

8. Award of the Contract

The contract shall be awarded to the **"BEST EVALUATED BID" (BEB) after combined Technical and Financial responsiveness.**

Note: The evaluation team shall evaluate as per this ToR and Bidders failing to submit all required documents as per this ToR shall be rejected. No further clarifications and documents will be sought by the evaluation team if documents are incomplete.